

## Frequently asked questions

**Q. There isn't any public transport where I live. Does this mean I will be able to get a taxi card?**

A. A lack of public transport does not mean you are eligible for the taxi card.

**Q. I have a driver licence. Can I still apply for a taxi card?**

A. Yes, you can apply for a taxi card even if you still drive or have a driver licence.

**Q. As an older person do I automatically get a taxi card?**

A. Taxi cards are issued to people with a severe and permanent disability. Being an older person does not mean you automatically get a taxi card.



## Further Information

How to contact Safe Transport Victoria

Phone: 1800 638 802

Fax: 8683 0777

Email: [mptp@safetransport.vic.gov.au](mailto:mptp@safetransport.vic.gov.au)

Or contact The National Relay Service

TTY/Voice: 1800 555 677

Speak & Listen: 1800 555 727

Mail: Safe Transport Victoria  
GPO Box 1716  
Melbourne VIC 3001



**How to apply for  
a Multi Purpose  
Taxi Program Card**

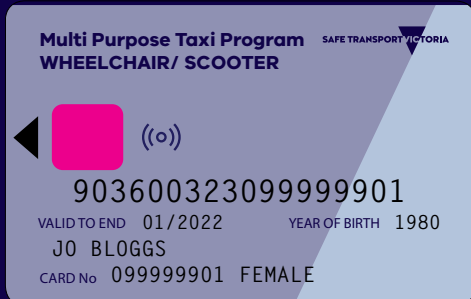
SAFE TRANSPORT VICTORIA

# The Multi Purpose Taxi Program (MPTP) makes transport more accessible and affordable for people with a severe disability.

The MPTP Taxi Card is issued by Safe Transport Victoria (ST Vic).

MPTP members receive 50 per cent off the standard fare (covering up to \$60 per trip).

Please note the cost of any road tolls or airport fees are paid by the passenger.



## Who is eligible for an MPTP taxi card?

To be eligible for an MPTP taxi card you must:

- be a permanent resident of Australia and live in Victoria
- have a severe and permanent disability that your doctor deems is not likely to improve with treatment
- be unable to use public transport safely and independently.

Also, you must be able to demonstrate financial hardship by supplying:

- a Notice of Assessment from the last financial year
- a Pensioner Concession Card (such as the Aged Pension or Disability Support Pension)

### OR

- a Department of Veterans' Affairs Card (such as the Gold Repatriation Health Card, EDA or TPI Cards)

**Please note** Only certain pension cards are applicable for the program.

## Applying to be a member

### Step 1

There are two parts to the application that are required to be completed to apply for the program. See your doctor to have a medical assessment. We will then contact you to gain your consent to proceed.

#### Part 1

Medical assessment to be completed by your doctor online.

#### Part 2

A request for consent to assess your application will be sent to you. Complete and return this to ST Vic.

### Step 2

Once ST Vic receives your consent, please allow 14 working days for a decision to be made.

### Step 3

ST Vic will notify you in writing about the outcome of your application. Final responsibility for accepting or rejecting an applicant's membership rests with ST Vic.

### Step 4

If your application is successful ST Vic will issue you with an invoice for your MPTP Taxi Card. When your taxi card arrives, a letter will detail any restrictions.

If it is unclear whether or not you are eligible, you or your doctor may be asked to provide some additional information.